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Student Satisfaction With Louisiana Postsecondary Institutions At An All-Time High

BATON ROUGE – The results of Louisiana's fourth annual statewide survey of college student satisfaction show that Louisiana's public colleges and universities are continuing to provide an overwhelmingly positive educational experience.

Overall, in fact, 2003 levels of student satisfaction were up substantially over 2002. Responses improved on 86% (56 of the 65) of the four-year university survey questions, with levels of satisfaction reaching their highest mark since the project began in 2000 on 28 items (43%). Of the 2-year survey items, responses improved on 59% (38 of the 64) with levels of satisfaction reaching their highest mark on 7 items (11%).

"Statewide, our students' overall opinion of the quality of their educational environment and experience remains high. In fact, it has improved for the third straight year," said Commissioner of Higher Education Joe Savoie. "This excellent level of satisfaction is further evidence that our campuses are meeting the needs of students, something that can greatly assist campuses in the areas of student recruitment and retention. I congratulate all of our campuses on the success evidenced by this survey."

Last spring, working with Regents staff and the ACT college testing service, campus coordinators conducted the survey at all of Louisiana's two-year and four-year campuses. Some 19,100 students participated in the survey, which is among the nation's most comprehensive efforts to gauge student satisfaction.

The survey uses a 5-point Likert Scale (5 = Very Satisfied, 1 = Very Dissatisfied) to

(More)

Student Satisfaction Survey

ADD THREE

measure levels of student satisfaction of College Services and College Environment. A total of 65 items are measured using the 4-year form; 64 comparable items are measured using the two-year form. The “College Services” section evaluates specific programs, services, and activities (e.g. counseling, career planning, residence halls, orientation programs, day care, financial aid, etc.), while the “College Environment” section evaluates items related to academics, admissions, rules and policies, facilities, and registration. Students are also asked to provide their level of satisfaction with the “college in general” – a measure used in comparison to national norms for accountability and Master Plan purposes.

4-year Responses (Statewide)

Of particular note:

- Rating of “this college in general” (3.79) was the highest since 2000, when students also rated their institutions “in general” 3.79. Though slightly behind the national average (3.87), the gap is closing.
- Among the items Louisiana 4-year institutions rated best in when compared to national norms were food services (+.13), computer services (+.09), and library facilities and services (+.07).
- Among the items Louisiana 4-year institutions rated worst in when compared to national norms were the general condition of buildings and grounds (-.37), residence hall services and programs (-.33), and parking facilities and services (-.26).

Top three College Services areas:

- Library facilities and services 4.08
- Recreational/intramural programs and services 4.02
- Computer Services 3.98

Bottom three College Services areas:

- Parking facilities and services 2.21
- Residence hall services and programs 2.98
- College mass transit services 3.34

(More)

Student Satisfaction Survey

ADD TWO

Top three College Environment areas:

- Class size relative to the type of course 3.95
- Testing/grading system 3.85
- Instruction in your major field 3.84

Bottom three College Environment areas:

- Availability of the courses you want at times
you can take them 2.90
- Residence hall rules and regulations 3.02
- Purposes for which student activity fees are used 3.03

Level of Satisfaction for “this college in general” 3.79

2-year Responses (Statewide)

Of particular note:

- Rating of “this college in general” (4.11) was the highest rating since the student opinion survey project began in 2000. The rating is again ahead of the national average (4.05) for 2-year institutions.
- Among the items Louisiana 2-year institutions rated best in when compared to national norms were cafeteria/food services (+.35), purposes for which student activity fees are used (+.15), and computer services (+.14).
- Among the items Louisiana 2-year institutions rated worst in when compared to national norms were parking facilities and services (-.42), veterans services (-.17), and the general condition and appearance of the buildings and grounds (-.14).

Top three College Services areas:

- Computer services 4.34
- Library/learning resources center facilities/services 4.27
- Cultural programs and activities 4.16

Bottom three College Services areas:

- Parking facilities and services 2.98
 - Job placement services 3.69
- (More)

Student Satisfaction Survey

ADD ONE

- Veterans services 3.81

Top three College Environment areas:

- Class size relative to the type of course 4.22
- Attitude of the teaching staff toward students 4.11
- Testing /grading system 4.06

Bottom three College Environment areas:

- Availability of adequate housing for students 3.37
- Athletic facilities 3.47
- Industrial arts/shop facilities 3.54

Level of Satisfaction for “this college in general” 4.11

While student satisfaction with their particular institutions is at an all-time high for the state’s two- and four-year institutions, in general there was little change in the order in which students rated services and the college environment from 2002 to 2003.

The Louisiana Student Opinion Survey Project is coordinated by the Board of Regents in cooperation with the state’s public two-year and four-year postsecondary institutions and ACT. Information is collected from samples of students at each institution to ascertain their impressions of the college they attend and to gauge their level of satisfaction with their college’s programs, services, and environment. The results help the Board of Regents, the state’s four management boards, and individual institutions shape informed policies and enhance the college experience for all students.

For campus-specific survey results, log on to the Board of Regents website at www.regents.state.la.us. The information will be posted by 2:00 p.m. under “What’s New At The Board of Regents” and under “Planning/Research” (on the sidebar menu).

